Your *emergency* preparedness guide

IS YOUR FAMILY PREPARED?

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Canada

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72 HOURS
IS YOUR FAMILY PREPARED?

YOUR EMERGENCY PREPAREDNESS GUIDE

If an emergency happens in your community, it may take emergency workers some time to reach you. You should be prepared to take care of yourself and your family for a minimum of 72 hours.

Learn how quick and easy it is to become better prepared to face a range of emergencies - anytime, anywhere. Use this guide to create your own emergency plan. Use the checklists to build a 72-hour emergency kit. These basic steps will help you take care of yourself and your loved ones during an emergency.

Our partners

This publication was developed in collaboration with:

Canadian Association of Chiefs of Police

Canadian Association of Fire Chiefs

CANADIAN RED CROSS

St. John Ambulance

The Salvation Army
Giving Hope Today

This publication is also available in multiple formats: audio CD, Braille, large print, and electronic text. To order, please call:

1 800 O-Canada (1-800-622-6232)
TTY: 1-800-926-9105

Scan this code with your mobile device to visit **m.GetPrepared.ca**

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IS YOUR FAMILY PREPARED?

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KNOW THE RISKS

Although the consequences of various disasters can be similar, knowing the risks in your region can help you better prepare. Across Canada, we face a number of hazards, such as earthquakes in B. ish Columbia, blizzards in Nunavut and tornadoes in Ontario. In addition to natural disasters, there are other types of risks, such as power outages and industrial or transportation accidents.

Some of the risks may be relevant to your community. Find out which ones by visiting www.GetPrepared.ca. You may want to identify the most likely ones for easy reference.

You may also want to find out how disasters have impacted Canadians. Learn more about disasters, including those triggered by natural hazards, technological hazards or conflict by using the Canadian Disaster Database at www.publicsafety.gc.ca/cdd.

To learn more about emergency preparedness or to order copies of this guide, call:

1 800 O-Canada (1-800-622-6232)

TTY: 1-800-926-9105

Visit **www.GetPrepared.ca or follow @Get_Prepared on Twitter.**

MAKE A PLAN

Every Canadian household needs an emergency plan. It will help you and your family know what to do in case of an emergency. It will take you about 20 minutes to make your plan.

Your family may not be together when an emergency occurs. Plan how to meet or how to contact one another, and discuss what you would do in different situations.

Use the following pages to create your plan. Most of this information can be filled out on your own. You may need to get some information from your municipality and province/territory about their emergency plans. A list of provincial emergency management agencies is available at the end of this guide.

Keep this document in an easy-to-find, easy-to-remember place (for example, with your emergency kit). Photocopy this plan and keep it in your car and/or at work. If you completed your plan online, keep an electronic version on your computer.

Household plan

Emergency exits

Draw up a floor plan of your home that shows all possible exits from each room. Plan a main exit route and an alternate exit route from each room. If you live in an apartment, plan to use the stairs instead of the elevators. If you are unable to use the stairs, notify emergency personnel ahead of time. Also, identify an evacuation route from your neighbourhood in case you need to leave in a hurry (and think of more than one option).

SAFE IDEA

Learn about first aid. You could save a life.

Along with making emergency plans and preparing an emergency kit, knowing first aid could save a life. Contact your local Canadian Red Cross or St. John Ambulance office to find out about first aid courses in your area.

Meeting places

Identify safe places where everyone should meet if you cannot go home or you need to evacuate.

Safe meeting place near home:

Safe meeting place outside immediate neighbourhood:

Evacuation routes from neighbourhood:

Workplace

Learn about the emergency evacuation plans in place and what you will need to do. You may want to have some basic supplies at work, such as water and food that won't spoil, in case you need to stay put for a while. Check with your employer about workplace emergency plans, including fire alarms, emergency exits, meeting points, and designated safety personnel or floor wardens.

Children

Ask your children's school or daycare about their emergency policies. Find out how they will contact families during an emergency.

Find out what type of authorization the school or daycare requires to release your children to a designated person if you can't pick them up.

SAFE IDEA

Make copies of important documents

Make copies of birth and marriage certificates, passports, licences, wills, land deeds and insurance. Take photos of family members in case a lost persons record is created. Keep them in a safe place, both inside and outside your home. You might want to put them in a safety deposit box or give them to friends and family who live out of town.

Make sure the school or daycare has updated contact information for parents, caregivers and designated persons.

Designated person 1: _____ Phone: _____

Designated person 2: _____ Phone: _____

School contact information: _____

Plan for pets

In case of an evacuation, remember that pets are not allowed in some public shelters or hotels. In case of an evacuation, prepare to take your pets with you to the home of a relative or friend, or take steps to identify pet-friendly hotels or pet boarding facilities in your area and further away from home.

Location and contact information: _____

Special health needs

Establish a personal support network of friends, relatives, health-care providers, co-workers and neighbours who understand your special needs.

Write down details about:

- △ Accommodation needs
- △ Allergies
- △ Emergency contacts
- △ Family medical history
- △ Health screenings
- △ Insurance information
- △ Medical conditions
- △ Medication
- △ Recent vaccinations
- △ Surgeries

Keep a copy of this information in your emergency kit, and give a copy to your personal support network.

Talk to your doctor about preparing a grab-and-go bag, if possible, with a two-week supply of medication and medical supplies. Include prescriptions and medical documents. Remember that pharmacies may be closed for some time, even after an emergency is over.

Health information:

Medication and medical equipment:

Grab-and-go bag location:

Plan for specific risks

Public Safety Canada offers brochures on specific risks, such as earthquakes, power outages, floods and severe storms. Download your free copies at www.GetPrepared.ca.

Neighbourhood safety plan

Work with your neighbours to identify people who may need extra help during an emergency. To help make sure everyone is taken care of, assign "block buddies."

Emergency contact information

Photocopy this list. Put a copy close to your telephone. If possible, program these phone numbers into your home phone and cell phone.

Emergency numbers

Fire, police, ambulance: 9-1-1 (where available)

Other: _____

Non-emergency numbers

Police: _____

Fire: _____

Health clinic: _____

Poison control: _____

Other contact numbers: _____

Out-of-town contact

Name: _____

Home phone: _____ Work phone: _____

Cell phone: _____ Email: _____

Home address: _____

Family

Name: _____

Home phone: _____

Work phone: _____

Cell phone: _____

Email: _____

Home address: _____

Friend/neighbour

Name: _____

Home phone: _____

Work phone: _____

Cell phone: _____

Email: _____

Home address: _____

Tip

Write yourself a reminder to update your emergency plan one year from now.

On this date next year, review your contact information, practise your emergency evacuation plans, change the batteries in your smoke alarm and carbon monoxide detector, and restock your kit(s). Change the batteries, food and water in your emergency kits once a year.

Family doctors

Patients' names:

Doctors' names and phone numbers:

Insurance agent/company

Agent's/company's name:

Phone:

Home and Car Policy numbers:

Home security system

Company's name:

Phone:

Safe home instructions

Make sure you have a working carbon monoxide detector, smoke alarm, fire extinguisher and well-stocked first aid kit. If you live in an apartment, or if you are staying in a hotel, know where the fire alarms and emergency exits are located.

Tips

Arrange for each family member to call, email or text the same out-of-town contact person in case of an emergency.

Choose an out-of-town contact who lives far enough away that he or she is unlikely to be affected by the same event.

If you are new to Canada or have recently moved to a new area, make arrangements through friends, cultural associations or community organizations.

Make sure you have a fire extinguisher on every level of your home, including one in your kitchen. Everyone in your home should know where to find the fire extinguishers. All capable adults and older children should know how to use it. See instructions regarding the lifetime of your fire extinguisher and check with your local fire department for more information.

Older children and adults should know how to turn off your home's water, electricity and gas. Make large, easy-to-see signs for water and gas shut-offs as well as for the electrical panel.

Teach children how and when to dial 9-1-1 as well as how to call the designated out-of-town contact.

Locations of fire extinguishers:

Water valve location:

Utility company phone number:

Electrical panel location:

Utility company phone number:

Gas valve location:

Utility company phone number:

(Shut off gas only when authorities tell you to do so.)

Floor drain location:

(Always make sure the drain area is clear of boxes, furniture, etc., in case of flooding.)

Emergency instructions

Call 9-1-1 (where available) to report a fire, a crime or to save a life.

For non-emergency calls, use the ten- digit numbers listed in your local phone book, or this emergency plan, for police, fire and other health services.

Tip

Limit phone calls to urgent messages only.

Keep calls short to free up the lines for others.

When notifying emergency services of your location, provide the exact street or civic address and nearest intersection.

In an emergency

Follow your emergency plan.

Get your emergency kit.

Make sure you are safe before assisting others.

Listen to the radio or television for information from authorities. Local officials may advise you to stay where you are. Follow their instructions.

Stay put until all is safe or until you are ordered to evacuate.

Evacuation orders

Authorities will not ask you to leave your home unless they have reason to believe that you may be in danger.

If you are ordered to evacuate, take your emergency kit, your wallet, personal identification for each family member and copies of essential family documents with you. Bring a cellular phone and spare battery or charger with you, if you have one. Use travel routes specified by local authorities.

If you have time, call or email your out-of-town contact. Tell them where you are going and when you expect to arrive. Once you are safe, let them know. Tell them if any family members have become separated.

If possible, leave a note telling others when you left and where you are. Shut off water and electricity if officials tell you to do so.

Tip

For the gas and water valves, keep shut-off instructions close by and read them carefully.

Leave natural gas service on unless officials tell you to turn it off. If you turn off the gas, the gas company has to reconnect it. In a major emergency, it could take weeks for a professional to respond.

Take pets with you. Lock your home. Follow instructions from authorities.

If you go to an evacuation centre, register your personal information at the registration desk. Do not return home until authorities advise that it is safe to do so.

GET AN EMERGENCY KIT

In an emergency, you will need some basic supplies. You may need to get by without power or tap water. Be prepared to be self-sufficient for at least 72 hours.

You may have some of the items already, such as food, water and a battery-operated or crank flashlight. The key is to make sure they are organized and easy to find. Would you be able to find your flashlight in the dark?

Make sure your kit is easy to carry and everyone in the household knows where it is. Keep it in a backpack, duffle bag or suitcase with wheels, in an easy-to-reach, accessible place, such as your front-hall closet. If you have many people in your household, your emergency kit could get heavy. It's a good idea to separate some of these supplies in backpacks. That way, your kit will be more portable and each person can personalize his or her own grab-and-go emergency kit.

Basic emergency kit

- △ Water – at least two litres of water per person per day; include small bottles that can be carried easily in case of an evacuation order
- △ Food that won't spoil, such as canned food, energy bars and dried foods (replace food and water once a year)
- △ Manual can-opener
- △ Crank or battery-powered flashlight (and extra batteries). Replace batteries once a year
- △ Crank, battery-powered radio (and extra batteries) or a Weatheradio
- △ First aid kit
- △ Extra keys to your car and house
- △ Some cash in smaller bills, such as $10 bills and change for payphones
- △ A copy of your emergency plan and contact information

Tip

Keep a corded phone in your home, as most cordless phones will not work during a power outage.

- [ ] If applicable, other items such as prescription medication, infant formula, equipment for people with disabilities, or food, water and medication for your pets or service animal (personalize according to your needs)

Recommended additional items

- [ ] Two additional litres of water per person per day for cooking and cleaning
- [ ] Candles and matches or lighter (place candles in deep, sturdy containers and do not burn unattended)
- [ ] Change of clothing and footwear for each household member
- [ ] Sleeping bag or warm blanket for each household member
- [ ] Toiletries
- [ ] Hand sanitizer
- [ ] Utensils
- [ ] Garbage bags
- [ ] Toilet paper
- [ ] Household chlorine bleach or water purifying tablets
- [ ] Basic tools (hammer, pliers, wrench, screwdrivers, work gloves, dust mask, pocket knife)
- [ ] A whistle (in case you need to attract attention)
- [ ] Duct tape (to tape up windows, doors, air vents, etc.)

Tips

When in doubt, do not drink water you suspect may be contaminated. Check with your municipality or local authorities for details.

Keep some cash on hand, as automated bank machines and their networks may not work during an emergency. You may have difficulty using debit or credit cards.

Pre-packaged kits

Canadian Red Cross kits can be purchased at www.shop.redcross.ca. Various kits and supplies are also available for sale from other commercial entities.

Emergency vehicle kit

Prepare a small kit and keep it in your vehicle.

The basic kit should include:

- Blanket
- Candle in a deep can and matches
- Extra clothing and shoes
- First aid kit with seatbelt cutter
- Flashlight (crank or battery-powered). Replace batteries once a year.
- Food that won't spoil (such as energy bars)
- List of contact numbers
- Radio (crank or battery-powered). Replace batteries once a year.
- Small shovel, scraper and snowbrush
- Warning light or road flares
- Water
- Whistle

Recommended additional items to keep in your vehicle

- Antifreeze, windshield washer fluid
- Fire extinguisher
- Road maps
- Sand, salt or cat litter (non-clumping)
- Tow rope and jumper cables

EMERGENCY KIT
BASIC ITEMS

- Water – at least two litres of water per person per day; include small bottles that can be carried easily in case of an evacuation order
- Food that won't spoil, such as canned food, energy bars and dried foods (replace food and water once a year)
- Manual can-opener
- Crank or battery-powered flashlight (and extra batteries)
- Crank or battery-powered radio (and extra batteries)
- First aid kit
- Extra keys to your car and house
- Some cash in smaller bills, such as $10 bills and change for payphones
- A copy of your emergency plan and contact information
- If applicable, other items such as prescription medication, infant formula, equipment for people with disabilities, or food, water and medication for your pets or service animal (personalize according to your needs).

RESOURCES

To learn more about emergency preparedness, visit www.GetPrepared.ca or on your mobile device at m.GetPrepared.ca

To order additional copies of this publication, call:
1 800 O-Canada (1-800-622-6232)
TTY: 1-800-926-9105

Environment Canada Weather Office

www.weatheroffice.gc.ca

1-900-565-4455; a $2.99 per-minute charge applies

Check the blue pages in your local phonebook under Weather for weather reports and forecasting available by phone.

Canadian Red Cross

www.redcross.ca

613-740-1900 or check for your local branch phone number.

St. John Ambulance

www.sja.ca

613-236-7461 or check for your local branch phone number.
Toll-free: 1-888-840-5646

Salvation Army

www.SalvationArmy.ca

416-425-2111 or check for your local branch phone number.

Provincial and Territorial Resources

Contact your provincial or territorial Emergency Management Organization (EMO) for more information on emergency preparedness.

Alberta

Alberta Emergency Management Agency
Telephone: (780) 422-9000 / Toll-free: 310-0000
www.aema.alberta.ca

British Columbia

British Columbia Provincial Emergency Program
Telephone: (250) 952-4913 /Emergency: 1-800-663-3456
www.pep.bc.ca

Manitoba

Manitoba Emergency Measures Organization
Telephone: (204) 945-4772 /Toll-free: 1-888-267-8298
Emergency: (204) 945-5555
www.manitobaemo.ca

New Brunswick

New Brunswick Emergency Measures Organization
Telephone: (506) 453-2133 / Toll-free (24/7): 1-800-561-4034
24 hr: (506) 453-2133
www.gnb.ca/cnb/emo-omu

Newfoundland and Labrador

Fire and Emergency Services – Newfoundland and Labrador (FES-NL)
Telephone: (709) 729-3703
www.gov.nl.ca/fes

Northwest Territories

Northwest Territories Emergency Measures Organization
24 hr Emergency: (867) 920-2303
www.maca.gov.nt.ca/emergency_management/index.htm

Nova Scotia

Nova Scotia Emergency Management Office
Telephone (24 hr): 1-866-424-5620
http://emo.gov.ns.ca/

Nunavut

Nunavut Emergency Management
Telephone: (867) 975-5403 / 24 hr Emergency: 1-800-693-1666
http://cgs.gov.nu.ca/en/nunavut-emergency-management

Ontario

Emergency Management Ontario
Telephone: (416) 314-3723 / 24 hr: 1-877-314-3723
www.ontario.ca/emo

Prince Edward Island

Prince Edward Island Emergency Measures Organization
Tel: (902) 894-0585 / Toll Free 1-877-894-0585 /
After Hours (902) 892-9365
www.peipublicsafety.ca

Quebec

Quebec – Ministère de la Sécurité publique
Telephone (toll-free): 1-866-644-6826
General information (Services Québec): 1-877-644-4545
www.securitepublique.gouv.qc.ca/en/accueil.html

Saskatchewan

Saskatchewan Emergency Management Organization
Telephone: (306) 787-9563
www.cpsp.gov.sk.ca/SaskEMO

Yukon

Yukon Emergency Measures Organization
Telephone: (867) 667-5220 / Toll-Free: 1-800-661-0408
www.community.gov.yk.ca/emo/index.html

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www.GetPrepared.ca